



THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patents

COPY OF PAPERS
ORIGINALLY FILED

2574
New 3623

In re Application of:

Haynes *et al.*

Serial No.: 09/474,643

Art Unit: 2514

Filed: December 29, 1999

Examiner: Van Doren, Beth

For: System and Method for Eliminating an
Unnecessary Dispatch of a Service Technician

RESPONSE TO AN OFFICE ACTION

Assistant Commissioner for Patents
Washington, DC 20231

Sir:

Responsive to the Office action mailed May 8, 2002, please enter the following amendment. Please also reexamine and reconsider the application in view of this amendment and the appended remarks.

AMENDMENT

In the Claims

Please re-write the claims as follows.

RECEIVED

AUG 23 2002

GROUP 3600

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231 on

Brenda O. Holmes - Reg. No. 40,339